



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Frontier Communications - Midland, Inc.**  
**for Filing Period 10/1/2008 to 12/31/2008**  
**Tracking Number 2512**

**Performance Data - Code Part 730**

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	4.53	4.60	4.55	4.56
B. Operator Answer Time - Information Section 730.510(a)(1)	4.92	5.66	5.92	5.50
C. Repair Office Answer Time Section 730.510(b)(1)	18.00	26.16	91.93 *	45.36
D. Business or Customer Service Answer Time Section 730.510(b)(1)	165.00 *	67.00 *	100.00 *	110.67 *
E. Percent of Service Installations Section 730.540(a)	93.75 %	95.79 %	95.60 %	95.05 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	67.35% *	92.86% *	94.23% *	84.81% *
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.90	1.00	1.80	1.57
H. Percent Repeat Trouble Reports Section 730.545(c)	9.00 %	5.00 %	6.00 %	7.07 %
I. Percent of Installation Trouble Reports Section 730.545(f)	5.21 %	3.16 %	6.59 %	4.99 %
J. Missed Repair Appointments Section 730.545(h)	20	7	8	12
K. Missed Installation Appointments Section 730.540(d)	6	4	4	5

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$46.04	\$3.54	\$34.39	\$83.97
B. Number of credits issued for repairs - 24-48 hours	14	2	2	18
C. Number of credits issued for repairs - 48-72 hours	2	0	0	2
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	1	1
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1	1	0	2
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$14.50	\$60.00	\$50.00	\$125.00
B. Number of installations after 5 business days	2	1	2	5
C. Number of installations after 10 business days	0	1	0	1
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	18	6	20	44
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0